



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

6th February 2026
Internal Ref: 260108
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

Dear South East Coast Ambulance Service NHS Foundation Trust,

Under the Freedom of Information Act 2000, please provide the following information held by South East Coast Ambulance Service NHS Foundation Trust (SECAMB).

1) Policies and procedures

Please provide the versions in force on 5 January 2022 covering:

- a) reporting and recording staff concerns about a colleague's driving while on duty
- b) handling public/patient complaints relating to ambulance driving
- c) thresholds and decision making for interventions, including reassessment, retraining, removal from emergency response driving, or other restrictions

2) Complaint and concern volumes (anonymised)

For each calendar year 2020, 2021 and 2022, please provide:

- a) the total number of complaints or concerns logged relating to ambulance driving standards (including speeding, harsh braking, dangerous manoeuvres, near misses, collisions)
- b) where recorded, the subset relating specifically to emergency response driving (blue lights)



c) outcomes in totals, for example: no action, informal coaching, formal action, retraining, reassessment, restriction or removal from emergency response driving, disciplinary process initiated

3) Monitoring and intervention framework

a) Please confirm whether telematics or any driver monitoring/score system was in use in 2021–2022 and describe, at a high level, what behaviours it monitored and the thresholds for intervention.

b) For 2021 and 2022, please provide the total number of drivers flagged for review by such systems (or by any internal safety reporting mechanism) and the total number who received each type of intervention (anonymised totals only).

Please note: I am not requesting personal data about any named individual.

Formal Response

Dear South East Coast Ambulance Service NHS Foundation Trust,

Under the Freedom of Information Act 2000, please provide the following information held by South East Coast Ambulance Service NHS Foundation Trust (SECAMB).

1) Policies and procedures

Please provide the versions in force on 5 January 2022 covering:

a) reporting and recording staff concerns about a colleague's driving while on duty

b) handling public/patient complaints relating to ambulance driving

c) thresholds and decision making for interventions, including reassessment, retraining, removal from emergency response driving, or other restrictions

At the time (05/01/2022) there were three relevant policies in place

Driving Standards Policy

Emergency Driving and the Law Policy

Driving Standards Procedures.

It wasn't until late 2023 when these were combined into one policy.

We have attached these to this response.

2) Complaint and concern volumes (anonymised)



For each calendar year 2020, 2021 and 2022, please provide:

a) the total number of complaints or concerns logged relating to ambulance driving standards (including speeding, harsh braking, dangerous manoeuvres, near misses, collisions)

95 in total

2020 - 32

2021: 30

2022: 33

b) where recorded, the subset relating specifically to emergency response driving (blue lights)

In total 39, however this information is not recorded unless it is explicitly documented in the complaint description, so it may not be accurate.

Breakdown by year as follows -

2020 - 17

2021 - 13

2022 - 9

c) outcomes in totals, for example: no action, informal coaching, formal action, retraining, reassessment, restriction or removal from emergency response driving, disciplinary process initiated

2020

Consent not received: 1

Information sent/supplied: No record for status

Not upheld: 19

Partly upheld: 7

Upheld: 5

Withdrawn: No record for status

2021

Consent not received: No record for status

Information sent/supplied: 2

Not upheld: 15

Partly upheld: 8

Upheld: 5

Withdrawn: No record for status



2022

Consent not received: No record for status

Information sent/supplied: 3

Not upheld: 17

Partly upheld: 4

Upheld: 7

Withdrawn: 1

Please note regarding 'no record for status': Consent is not always received. Consent is required from the patient, their parent / legal guardian or person holding Lasting Power of Attorney for Health, for the outcome of any investigation to be released to a third person.

Regarding 'Withdrawn status': If a person who has raised a concern or a complaint chooses to withdraw their concern or complaint at any point, SECamb will continue with the investigation and put in place any learning identified. The Datix record will be marked as withdrawn with a clear reason recorded.

We do not hold collated data on "informal coaching, formal action, retraining, reassessment, restriction or removal from emergency response driving" as that would relate to individual cases and would require individual review of historic cases. We have shared above all the information we hold relating to outcomes.

3) Monitoring and intervention framework

a) Please confirm whether telematics or any driver monitoring/score system was in use in 2021–2022 and describe, at a high level, what behaviours it monitored and the thresholds for intervention.

Operational vehicles were and continue to have a Telematics system installed. The system provides details of location, journeys, speed, activation of emergency driving equipment (blue lights and sirens) acceleration, braking and cornering that trigger a set threshold, fuel consumption, battery condition and vehicle idling

b) For 2021 and 2022, please provide the total number of drivers flagged for review by such systems (or by any internal safety reporting mechanism) and the total number who received each type of intervention (anonymised totals only).

No records were kept of such interventions at this time. We have since introduced a Driving Standards Review Panel where this is captured.

Please note: I am not requesting personal data about any named individual.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon